



COUNTY OF LOS ANGELES COMMUNITY AND SENIOR SERVICES

REQUEST FOR PROPOSALS FOR

NEW FREEDOM: TAXICAB SERVICES PROGRAM (PROGRAM) RFP No: NFP-TAXICAB-01

DECEMBER 2015

**Prepared By
County of Los Angeles**

1.0	INTRODUCTION	1
2.0	PURPOSE: AGREEMENT FOR TAXICAB SERVICES	2
2.1	Statement of Work.....	1
2.2	Sample Agreement: Standard County Terms and Conditions	4
3.0	PROPOSER'S MINIMUM MANDATORY QUALIFICATIONS	5
4.0	COUNTY'S RIGHTS AND RESPONSIBILITIES	6
4.1	Final Contract Award by the Board of Supervisors	6
4.2	County Option to Reject Proposals.....	6
4.3	County's Right to Amend Request for Proposals	7
4.4	Background and Security Investigations.....	7
4.5	County's Quality Assurance Plan	7
5.0	PROPOSER'S REQUIREMENTS AND CERTIFICATIONS	8
5.1	Notice to Proposers Concerning the Public Records Act.....	8
5.2	Contact with County Personnel	8
5.3	Mandatory Requirement to Register on County's WebVen	9
5.4	Protest Policy Review Process	9
5.5	Injury and Illness Prevention Program.....	10
5.6	Confidentiality and Independent Contractor Status	10
5.7	Conflict of Interest.....	10
5.8	Determination of Proposer Responsibility.....	10
5.9	Proposer Debarment	12
5.10	Adherence to County's Child Support Compliance Program.....	14
5.11	Gratuities.....	14
5.12	Notice to Proposers Regarding the County Lobbyist Ordinance	15
5.13	Federal Earned Income Credit	15
5.14	Consideration of GAIN/GROW Participants for Employment	15
5.15	Recycled Bond Paper	16
5.16	Safely Surrendered Baby Law.....	16
5.17	Jury Service Program	16

5.18	INTENTIONALLY OMITTED	18
5.19	Notification to County of Pending Acquisitions/Mergers	18
5.20	Proposer's Charitable Contributions Compliance	18
5.21	Defaulted Property Tax Reduction Program.....	19
5.22	Time Off for Voting	20
6.0	COUNTY'S PREFERENCE PROGRAMS	20
6.1	County Policy on Doing Business with Small Business	20
6.2	INTENTIONALLY OMITTED.....	20
6.3	INTENTIONALLY OMITTED.....	20
6.4	Disabled Veteran Business Enterprise Preference Program	20
6.5	Transitional Job Opportunities Preference Program	21
7.0	PROPOSAL SUBMISSION REQUIREMENTS	23
7.1	Truth and Accuracy of Representations	23
7.2	RFP Timetable.....	23
7.3	Solicitation Requirements Review	23
7.4	Proposers' Questions	24
7.5	INTENTIONALLY OMITTED	25
7.6	Proposers Conference	25
7.7.	Preparation of the Proposal.....	26
7.8.	Minimum Mandatory Qualifications Format.....	27
7.9	Business Proposal Format	30
7.10	Cost Proposal Format.....	40
7.11	Firm Offer/Withdrawal of Proposal.....	41
7.12	Proposal Submission.....	41
8.0	SELECTION PROCESS AND EVALUATION CRITERIA.....	42
8.1	Selection Process.....	42
8.2	INTENTIONALLY OMITTED	43
8.3	Disqualification Review.....	43
8.4	Business Proposal Evaluation and Criteria (90%)	44
8.5	Cost Proposal Discount Evaluation Criteria (10%)	47

8.6	INTENTIONALLY OMITTED.....	48
8.7	Appeals Process.....	48

APPENDICES:

- A Statement of Work:** In conjunction with the Statement of Work Exhibits, it explains in detail the required services to be performed by Contractor.
- B Statement of Work Exhibits:** Attachments which accompany the Statement of Work.
- C Sample Contract:** Identifies the terms and conditions in the Contract.
- D Required Forms:** Forms that must be completed and included in the proposal.
- E Transmittal form to Request a Solicitation Requirements Review:** Transmittal sent to Department requesting a Solicitation Requirements Review.
- F County of Los Angeles Policy on Doing Business With Small Business:** County Policy
- G Jury Service Ordinance:** County Code
- H Listing of Contractors Debarred in Los Angeles County:** Contractors who are not allowed to contract with the County for a specific length of time.
- I IRS Notice 1015:** Provides information on Federal Earned Income Credit.
- J Safely Surrendered Baby Law:** County Program
- K** INTENTIONALLY OMITTED
- L Determination of Contractor Non-Responsibility and Contractor Debarment:** County Code
- M** INTENTIONALLY OMITTED
- N Background and Resources: California Charities Regulation:** An information sheet intended to assist Nonprofit agencies with compliance with SB 1262 - the Nonprofit Integrity Act of 2004 and identify available resources.
- O Defaulted Property Tax Reduction Program:** County Code
- P Additional Federally Required Provisions**

1.0 INTRODUCTION

The County of Los Angeles by and through its Community and Senior Services ("County") is issuing this Request for Proposals (RFP) to solicit Proposals from public/government entities, non-profit and for-profit organizations to operate the Los Angeles County Community and Senior Services New Freedom: Taxicab Services Program (Program) with funds from the U.S. Department of Transportation (DOT) Federal Transit Authority (FTA) in accordance with all applicable federal, state, and local laws, regulations, and guidance.

The Program provides two distinct taxicab services, to eligible individuals, otherwise referred to herein as "Client(s)"

- Emergency taxicab transportation – Transportation services that are provided for Adult Protective Services (APS) Clients ("Clients"). These Clients are Elderly Individuals and Dependent Adults (see Exhibit P, Definitions, of Appendix C (Sample Contract) who are victims of actual or potential abuse, neglect, or exploitation, as described in Appendix A (Statement of Work) Subparagraph 1.1.2.2. Emergency taxicab transportation services are provided in the event of emergencies, when an APS Client must be transported from a potentially dangerous situation and all other transportation options have been exhausted. Applicable points of origin for these services include all incorporated and unincorporated areas of Los Angeles County
- Non-Emergency taxicab transportation – Transportation Services ("Services") that are provided for eligible individuals as described in Appendix A (Statement of Work) Subparagraph 1.1.2.2. Services are also available to the general public, however, priority of service is reserved for elder adults who have ambulatory difficulty and are unable to pay for their own transportation. Applicable points of origin for these services must meet both of the following requirements:
 - (1) The point of origin must be in Los Angeles County; and
 - (2) The point of origin must be within the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 60020) as determined by the United States Census Bureau. For a list of zip codes and cities within the overlap of these regions, please see Appendix B (Statement of Work Exhibits), Exhibit 6, 7, and 8.

County shall evaluate all Proposals submitted and make recommendations to the Los Angeles County Board of Supervisors (BOS) to enter into one (1) Contract with a qualified Proposer, who will serve the five (5) County Supervisorial Districts. Funding for the Program is limited. The funding award

amount a Successful Proposer may receive shall be at the sole discretion of County based on available funding and the needs of County.

2.0 PURPOSE: AGREEMENT FOR TAXICAB SERVICES

2.1 Statement of Work

2.1.1 Contractor shall be required to provide Program services to eligible individuals as described in Subparagraph 1.0 and further defined in Exhibit P (Definitions) of Appendix C (Sample Contract), who reside in Los Angeles County. Contractor shall provide Program services as described in Appendix A (Statement of Work), Specific Work Requirements, Subparagraph 10.0.

2.1.2 **Funding Availability:** The Program is funded by the U.S. Department of Transportation (DOT) Federal Transit Authority (FTA). It is estimated that approximately \$199,465 will be available to fund the Program within Los Angeles County. The contract term shall be from May 1, 2016 to September 27, 2017.

2.1.2.1 Funding for this Program is contingent upon the availability of federal, state and local funds, and the possible resulting contract may be recommended for additional or reduced funding than the amount proposed. It is the intent of County to have the proposal submitted made a part of the resulting contract should the proposal be recommended for funding. County may negotiate a modification of the contract that is awarded after a proposal has been selected to ensure that all necessary Program requirements are met. Upon modification by County of the precise award levels, Successful Proposer may opt not to enter into a contract with County if they believe they cannot achieve the objectives of their proposed program at an increased or reduced amount.

2.1.3 **Funding Allocation Plan:** New Freedom Program funds are allocated to urbanized areas (UZA). A UZA is a Census-designated urban area with 50,000 residents or more. For UZA 60020, funding was allocated based on the ratio of estimated number of disabled individuals, compared to all other UZA's.

2.1.3.1 New Freedom Program funds were made available for transportation projects in areas that met the following criteria:

2.1.3.1.1 The point of origin is within Los Angeles

County; and

2.1.3.1.2 The point of origin is within the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 63510).

2.1.3.1.2.1 For a list of zip codes and cities within this UZA 60020, please see Appendix B (Statement of Work Exhibits), Exhibit 6, 7, and 8.

2.1.3.2 The table below illustrates the estimated non-emergency funding amount for UZA 60020, for the term of the contract

UZA	AVAILABLE FUNDS
60020	\$ 176,800.00

*Funding amounts are estimates only.

2.1.3.3 The table below illustrates the estimated emergency taxicab transportation funding amount for the term of the contract. Funding for emergency taxicab transportation services, is projected to be distributed evenly among the five (5) Supervisorial Districts (SD). County reserves the right, at its sole discretion, to adjust the funding among the five (5) SDs, as needed, based on County's needs and availability of funding.

SUPERVISORIAL DISTRICT	EMERGENT FUNDS (APS)
1	\$4,533
2	\$4,533
3	\$4,533
4	\$4,533
5	\$4,533
TOTAL	\$22,665

*Funding amounts are estimates only

2.1.3.4 The total funding amount for Emergency and Non-Emergent Program funds, for the contract term is estimated to be \$199,465.

2.2 Sample Agreement: Standard County Terms and Conditions

Proposer shall be expected to implement the requirements outlined in Appendix C (Sample Contract) of this RFP.

2.2.1 Anticipated Contract Term

The contract term is anticipated to be from May 1, 2016 through September 27, 2017 with an option to extend for an additional one (1) year. The Contract is anticipated to commence on May 1, 2016, following Board of Supervisors' award.

2.2.2 Contract Rates

Contractor's rates shall remain firm and fixed for the term of the contract. The contract (hourly, daily, monthly, Unit Rate, etc.) amount may be adjusted annually based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the twelve (12) month period preceding the Contract anniversary date, which shall be the effective date for any cost of living adjustment. However, any increase shall not exceed the general salary movement granted to County employees as determined by the Chief Executive Office as of each July 1 for the prior twelve (12) month period. Furthermore, should fiscal circumstances ultimately prevent the Board from approving any increase in County employee salaries; no cost of living adjustments will be granted. Where the County decides to grant a Cost of Living Adjustment (COLA) pursuant to this Paragraph for living wage contracts, it may, in its sole discretion exclude the cost of labor (including the cost of wages and benefits paid to employees providing services under this contract) from the base upon which a COLA is calculated, unless the Contractor can show that his/her labor cost will actually increase.

2.2.3 Days of Operation

Contractor shall be required to provide Program services twenty-four (24) hours a day, seven (7) days a week. The Contractor is required to provide services on County-recognized holidays.

2.2.4 Indemnification and Insurance

Contractor shall be required to comply with the indemnification provisions contained in Appendix C (Sample Contract), Sub-paragraph 8.23 (Indemnification). The Contractor shall procure,

maintain, and provide to County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Appendix C (Sample Contract), Subparagraphs 8.24 (General Provisions for all Insurance Coverage) and 8.25 (Insurance Coverage).

2.2.5 SPARTA Program

A County program, known as 'SPARTA' (Service Providers, Artisan and Tradesman Activities) may be able to assist potential Contractors in obtaining affordable liability insurance. The SPARTA Program is administered by the County's insurance broker, Merriwether & Williams. For additional information, Proposers may call Merriwether & Williams toll free at (800)420-0555 or can access their website directly at www.2sparta.com.

2.2.6 INTENTIONALLY OMITTED

3.0 PROPOSER'S MINIMUM MANDATORY QUALIFICATIONS

- 3.1 Interested and qualified Proposers that can demonstrate their ability to successfully provide the required Program services outlined in Appendix A, (Statement of Work) of this RFP are invited to submit a Proposal, provided they meet the following minimum mandatory requirements:
- 3.2 Proposer's Organization Questionnaire/Affidavit:
 - 3.2.1 Proposer shall submit a completed and signed Appendix D (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire/Affidavit), acknowledging and certifying that it meets and will comply with all of the Minimum Mandatory Qualifications and contract terms and conditions if awarded a contract listed herein.
- 3.3 Proposer's Background and Experience
 - 3.3.1 Proposer must have a minimum of five (5) years of experience within the past ten (10) years providing taxicab services within Los Angeles County, equivalent or substantially similar to the services stated in Appendix A (Statement of Work);
 - 3.3.2 Proposer must have a minimum of one (1) year of experience within the past five (5) years providing contracted taxicab services within Los Angeles County, serving the target populations described in Subparagraph 1.1.2, Appendix A (Statement of Work);

- 3.3.3 Proposer must confirm that it will accept and charge the fixed rates of each city of origin. Proposer must confirm that, if an area does not have a set rate, the rate for the City of Los Angeles will be used as the standard.
 - 3.3.4 Proposer must have and submit proof of required licensure for all areas of Los Angeles County that it plans to serve.
- 3.4 In order to determine that Proposer meets the minimum mandatory qualifications, County will review the information and documentation that Proposer submits to evidence that it meets these mandatory minimum qualifications listed herein. County will conduct this review in order to determine whether or not the proposal will be evaluated. If County determines that Proposer has failed to meet all of the minimum mandatory qualifications listed herein at the time that the proposal is submitted, County will immediately reject the Proposal as non-responsive and Proposer may be given the option to pick up its proposal from County's office within the timeframe and manner designated by County (i.e., when Proposer submits information/documentation that shows that Proposer does not meet the minimum mandatory qualifications, its proposal will not be evaluated).

4.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

County is not responsible for representations made by any of its officers or employees prior to the execution of the contract unless such understanding or representation is included in the contract.

4.1 Final Contract Award by the Board of Supervisors

Notwithstanding a recommendation of a Department, agency, individual, or other, the Board of Supervisors retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of County. The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

4.2 County Option to Reject Proposals

Proposers are hereby advised that this RFP is an informal solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a contract. County may, at its sole discretion, reject any or all proposals submitted in response to this RFP or may, in its sole discretion, reject all proposals and cancel the RFP in its entirety. County shall not be

liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. County reserves the right to waive inconsequential disparities in a submitted proposal.

4.3 County's Right to Amend Request for Proposals

County has the right to amend the RFP by written addendum. County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available on CSS' website listed below. It is recommended that all Proposers check the website periodically for information pertaining to this solicitation and for any posted addenda:

<http://css.lacounty.gov/>
"Business Opportunities with CSS"

Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of County. County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

4.4 Background and Security Investigations

Background and security investigations of Contractor's staff may be required at the discretion of County as a condition of beginning and continuing work under any resulting contract. The cost of background checks is the sole responsibility of Contractor.

4.5 County's Quality Assurance Plan

After contract award, County or its agent will evaluate the Contractor's performance under the contract on a periodic basis. Such evaluation will include assessing Contractor's compliance with all terms in the contract and performance standards identified in Appendix A, Statement of Work. Contractor's deficiencies which County determines are severe or continuing and that may jeopardize performance of the contract will be reported to County's Board of Supervisors. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the contract in whole or in part, or impose other penalties as specified in the contract.

5.0 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS

5.1 Notice to Proposers Concerning the Public Records Act

- 5.1.1 Responses to this solicitation shall become the exclusive property of County. Absent extraordinary circumstances, the recommended Proposer's proposal will become a matter of public record when (1) contract negotiations are complete; (2) (Department) receives a letter from the recommended Proposer's authorized officer that the negotiated contract is the firm offer of the recommended Proposer; and (3) (Department) releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055 (Services Contract Solicitation Protest).

Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's Proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."

- 5.1.2 County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.
- 5.1.3 In the event County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "confidential," "trade secrets," or "proprietary," Proposer agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

5.2 Contact with County Personnel

All contact regarding this RFP or any matter relating thereto must be in

writing and may be mailed, or e-mailed as follows:

Robert Brief, Administrative Services Manager II
Community and Senior Services
Contracts Management Division
3175 West 6th Street, Room 403
Los Angeles, CA 90020-1708
aaarfp@css.lacounty.gov

If it is discovered that Proposer contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their proposal from further consideration.

5.3 Mandatory Requirement to Register on County's WebVen

Prior to a Contract award, all potential Contractors must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <http://camisvr.co.la.ca.us/webven>

5.4 Protest Policy Review Process

5.4.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Subparagraph 5.4.3 below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in the Sections below. It is the responsibility of the Proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed contract award.

5.4.2 Throughout the review process, County has no obligation to delay or otherwise postpone an award of contract based on a Proposer protest. In all cases, County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

5.4.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved

services contract provided for under Board Policy No. 5.055 are limited to the following:

- Review of Solicitation Requirements (Reference Subparagraph 7.3 in the Proposal Submission Requirements Section)
- Review of a Disqualified Proposal (Reference Subparagraph 8.3 in the Selection Process and Evaluation Criteria Section)
- Review of Proposed Contractor Selection (Reference Subparagraph 8.7 in the Selection Process and Evaluation Criteria Section)

5.5 Injury and Illness Prevention Program

Contractor shall be required to comply with the State of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

5.6 Confidentiality and Independent Contractor Status

As appropriate, Contractor shall be required to comply with the Confidentiality provision contained in Appendix C (Sample Contract) Subparagraph 7.5 (Confidentiality) and Subparagraph 8.22 (Independent Contractor Status), respectively.

5.7 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated in Appendix D (Required Forms) Exhibit 5 (Certification of No Conflict of Interest).

5.8 Determination of Proposer Responsibility

5.8.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is County's policy to conduct business only with responsible Proposers.

- 5.8.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Proposer against public entities. Labor law violations which are the fault of the subcontractors and of which Proposer had no knowledge shall not be the basis of a determination that Proposer is not responsible.
- 5.8.3 County may declare a Proposer to be non-responsible for purposes of this contract if the Board of Supervisors, in its discretion, finds that Proposer has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.
- 5.8.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, the Department shall notify Proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the Board of Supervisors that Proposer be found not responsible. The Department shall provide Proposer and/or Proposer's representative with an opportunity to present evidence as to why Proposer should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.
- 5.8.5 If Proposer presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of Proposer shall reside with the Board of Supervisors.
- 5.8.6 These terms shall also apply to proposed subcontractors of Proposers on County contracts.
- 5.8.7 In the performance of this Contract, Successful Proposer shall comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in

this Contract are hereby incorporated herein by reference, including, but not limited to, 49 USC 5317, Federal Transit Administration Circular 9045.1, and other Federal requirements as referenced in Appendix C (Sample Contract), Exhibit BB (Additional Federally Required Provisions) and Appendix P (Additional Federally Required Provisions).

5.9 Proposer Debarment

- 5.9.1 Proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, County may debar Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and County may terminate any or all of Proposer's existing contracts with County, if the Board of Supervisors finds, in its discretion, that Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.
- 5.9.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, the Department shall notify Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 5.9.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Proposer should be debarred, and, if so, the appropriate length of time of the debarment. Proposer and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- 5.9.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any

other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.

- 5.9.5 If a Proposer has been debarred for a period longer than five (5) years, that Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Proposer has adequately demonstrated one (1) or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.
- 5.9.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 5.9.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.9.8 These terms shall also apply to proposed subcontractors of Proposers on County contracts.
- 5.9.9 Appendix H (Listing of Contractors Debarred in Los Angeles County) provides a link to the County's website where there is a

listing of Contractors that are currently on the Debarment List for Los Angeles County.

5.10 Adherence to County's Child Support Compliance Program

Proposers shall: 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

5.11 Gratuities

5.11.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that Proposer's provision of the consideration may secure more favorable treatment for Proposer in the award of the Contract or that Proposer's failure to provide such consideration may negatively affect County's consideration of Proposer's submission. A Proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the contract.

5.11.2 Proposer Notification to County

A Proposer shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration. The report shall be made either to County manager charged with the supervision of the employee or to County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in Proposer's submission being eliminated from consideration.

5.11.3 Form of Improper Consideration

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

5.12 Notice to Proposers Regarding the County Lobbyist Ordinance

The Board of Supervisors of the County of Los Angeles has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the Proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing Appendix D (Required Forms), Exhibit 6 (Familiarity with the County Lobbyist Ordinance Certification), and submitting it as part of their proposal.

5.13 Federal Earned Income Credit

Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Appendix I (Internal Revenue Service Notice No. 1015).

5.14 Consideration of GAIN/GROW Participants for Employment

As a threshold requirement for consideration for contract award, Proposers shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

Proposers who are unable to meet this requirement shall not be considered for contract award. Proposers shall complete Appendix D (Required Forms), Exhibit 9 (Attestation of Willingness to Consider GAIN/GROW Participants), and submit it as part of the proposal.

5.15 Recycled Bond Paper

Proposer shall be required to comply with County's policy on recycled bond paper as specified in Appendix C (Sample Contract), Subparagraph 8.39 (Recycled Bond Paper).

5.16 Safely Surrendered Baby Law

Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Appendix J (Safely Surrendered Baby Law) of this solicitation document and is also available on the Internet at www.babysafela.org for printing purposes.

5.17 Jury Service Program

5.17.1 The prospective Contract is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective Contractors should carefully read the Jury Service Ordinance, Appendix G (Jury Service Ordinance) and the pertinent jury service provisions of the Sample Contract (Appendix C), Subparagraph 8.8, both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their Subcontractors.

5.17.2 **When the proposal fails to comply with the requirements of the Jury Service Program, it will be considered non-responsive and excluded from further consideration.**

5.17.3 The Jury Service Program requires Contractors and their Subcontractors to have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing

practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on County project. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program.

- 5.17.4 There are two (2) ways in which a Contractor might not be subject to the Jury Service Program. The first is if Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has a contract with the County or a Subcontract with a County Contractor and has received or will receive an aggregate sum of fifty thousand dollars (\$50,000) or more in any twelve (12) month period under one or more County contracts or subcontracts. The second is if Contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to Contractors that have 1) ten (10) or fewer employees; and, 2) annual gross revenues in the preceding twelve (12) months which, if added to the annual amount of this contract is less than five hundred thousand dollars (\$500,000), and, 3) is not an "affiliate or subsidiary of a business dominant in its field of operation". The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.
- 5.17.5 If a Contractor does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then the Contractor must so indicate when completing Appendix D (Required Forms), Exhibit 10 (County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception), and shall submit the completed form along with all necessary documentation to support the claim (such as tax returns or a collective bargaining agreement, if applicable) with its proposal. Upon reviewing the Contractor's application, the County will determine, in its sole discretion, whether the Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. The County's decision will be final.

5.18 INTENTIONALLY OMITTED

5.19 Notification to County of Pending Acquisitions/Mergers by Proposing Company

Proposer shall notify County of any pending acquisitions/mergers of their company. This information shall be provided by Proposer on Appendix D (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire/Affidavit). Failure of the Proposer to provide this information may eliminate its proposal from any further consideration. Proposer shall have a continuing obligation to notify County of changes to the information contained in Appendix D (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) during the solicitation period by providing a revised Appendix D (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire/Affidavit Exhibit 1) to County upon the occurrence of any event giving rise to a change in its previously-reported information.

5.20 Proposer's Charitable Contributions Compliance

- 5.20.1 California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. Prospective Contractors should carefully read Appendix N (Background and Resources: California Charities Regulations). New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. Key Nonprofit Integrity Act requirements affect executive compensation, fund-raising practices and documentation. Charities with over two million dollars (\$2,000,000) of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements.
- 5.20.2 All prospective Contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete Appendix D (Required Forms), Exhibit 20 (Charitable Contributions Certification). A completed Exhibit 20 (Charitable Contributions Certification) is a required part of any agreement with County.

5.20.3 In Appendix D (Required Forms), Exhibit 20 (Charitable Contributions Certification), prospective Contractor shall certify either that:

- It has determined that it does not now receive or raise charitable contributions regulated under the California Charitable Purposes Act, (including the Nonprofit Integrity Act) but will comply if it becomes subject to coverage of those laws during the term of a County Contract, or
- It is currently complying with its obligations under the Charitable Purposes Act, attaching a copy of its most recent filing with the Registry of Charitable Trusts.

5.20.4 Prospective County Contractor that does not complete Appendix D (Required Forms), Exhibit 20 (Charitable Contributions Certification), and submit it along with its proposal may be disqualified from a Contract award at County's sole discretion. A County Contractor that fails to comply with its obligations under the Charitable Purposes Act is subject to either contract termination or debarment proceedings or both. (County Code Chapter 2.202)

5.21 Defaulted Property Tax Reduction Program

The prospective contract is subject to the requirements of County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Prospective Contractors should carefully read Appendix O (Defaulted Property Tax Reduction Program), and the pertinent provisions of Appendix C (Sample Contract), Subparagraph 8.51 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) and 8.52 (Termination for Breach of warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program), both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractor and its Subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Appendix D (Required Forms) Exhibit 22 (Certification of Compliance with The County's Defaulted Property Tax Reduction Program). Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of

debarment proceedings against the non-compliance contractor (Los Angeles County Code, Chapter 2.202).

Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

5.22 Time Off for Voting

Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide election, every Contractor and Subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

6.0 COUNTY'S PREFERENCE PROGRAMS

6.1 County Policy on Doing Business with Small Business

6.1.1 County has multiple programs that address small businesses. The Board of Supervisors encourages small business participation in County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business

6.1.2 The Jury Service Program provides an exception to the Program if a company qualifies as a Small Business. Further explanation of this Program is provided in Subparagraph 5.17 (Jury Service Program) of this solicitation.

6.2 INTENTIONALLY OMITTED

6.3 INTENTIONALLY OMITTED

6.4 Disabled Veteran Business Enterprise Preference Program (DVBE)

6.4.1 County will give preference during this solicitation process to Proposers that meet the definition of a Disabled Veteran Business Enterprise (DVBE), consistent with Chapter 2.211 of the Los Angeles County Code. A Disabled Veteran Business Enterprise vendor is defined as: 1) A business which is certified by the State of California Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS) as a Disabled Veteran Business Enterprise; or

2) A business which is certified by United States Department of Veterans Affairs as a Service Disabled Veteran Owned Small Business (SDVOSB).

6.4.1.1 Information about the State's DBVE certifications regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the State of California DGS PD OSD website (<http://www.pd.dgs.ca.gov>)

6.4.1.2 Information on Department of Veteran Affairs' SDVOSB certification regulations is found in Title 38 Code of Federal Regulations Part 74 (38 CFR 74) and is also available on Department of Veterans Affairs website (<http://www.vetbiz.gov>)

6.4.2 Certified DVBE Proposers may request the preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification is affirmed by either State of California DGS PD OSDS or United States Department of Veteran Affairs.

6.4.3 In no case shall the DVBE Preference Program price or scoring preference be combined with any other County preference program to exceed eight percent (8%) in response to any County solicitation.

6.4.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a DVBE.

6.4.5 To request the DVBE Preference, Proposer must complete Appendix D (Required Forms), Exhibit 23 (Request for Disabled Veteran Business Enterprise Consideration) and submit along with all supporting documentation with its proposal.

6.5 Transitional Job Opportunities Preference Program

6.5.1 In evaluating proposals, County will give preference to Proposers that are certified by County as Transitional Job Opportunity (TJO) vendors, consistent with Chapter 2.205 of the Los Angeles County Code. Proposer may be certified as a TJO vendor if all of the following criteria are met:

- 6.5.1.1 Proposer is a non-profit organization recognized as tax exempt pursuant to Section 501 (c) (3) of the Internal Revenue Service Code and has been such for at least three (3) years
- 6.5.1.2 Under penalty of perjury, Proposer shall set forth, such information as requested by County on either electronic or hard copy forms, along with their application form and three (3) most recent annual tax returns to County with its proposal.
- 6.5.1.3 Proposer must have been in operation for at least one (1) year providing transitional job and the related supportive services to program participants.
- 6.5.1.4 Proposer shall also provide the following information:
 - 6.5.1.4.1 A profile of its program participants (e.g., homeless individuals, individuals with addictions, at-risk youths, etc.)
 - 6.5.1.4.2 A description of the entity's program components designed to help program participants transition towards unsubsidized competitive employment, including a description of the supportive services offered to participants.
 - 6.5.1.4.3 The number of participants in the program during the last calendar year.
 - 6.5.1.4.4 Any other information requested by County.
- 6.5.2 Transitional Job Opportunities Proposers must request the preference in their proposals and may not receive the preference until certification has been affirmed by County. County must verify the TJO vendor certification prior to applying the preference. Sanctions and financial penalties may apply to Proposers that knowingly and with intent to defraud seeks to obtain or maintain certification as TJO vendors.
- 6.5.3 To request the TJO Preference, Proposer must complete Appendix D (Required Forms), Exhibit 21 (Transitional Job Opportunities Preference Application) and submit it along with all supporting documentation with its proposal.

7.0 PROPOSAL SUBMISSION REQUIREMENTS

7.1 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final. All proposals shall be firm and final offers and may not be withdrawn for a period of one hundred eighty (180) days following the final proposal submission date.

7.2 RFP Timetable

The timetable for this RFP is as follows:

- Release of RFPDecember 8, 2015
- Request for a Solicitation Requirements Review Due.December 18, 2015
- Written Questions Due (optional).....December 22, 2015
- Proposers Conference.....December 18, 2015
- Questions and Answers ReleasedDecember 24, 2015
- **Proposals due by** (Pacific Standard Time).....January 8, 2016 at 11:00 a.m.
- Evaluation Period.....January 12-26, 2016,
- Tentative Date of Contract Award (Mailed)April 15, 2016
- Contract and Services BeginMay 1 , 2016

7.3. Solicitation Requirements Review

- 7.3.1 Any person or entity may seek a Solicitation Requirements Review by completing Appendix E (Transmittal Form to Request a Solicitation Requirements Review) and submitting it to County as described in this Paragraph. A request for a Solicitation Requirements Review may be denied, at County's sole discretion, if the request does not satisfy all of the following criteria:

- 7.3.1.1 The request for a Solicitation Requirements Review is made within ten (10) business days of the issuance of the solicitation document;
- 7.3.1.2 The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal;
- 7.3.1.3 The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
- 7.3.1.4 The request for a Solicitation Requirements Review asserts either that:
 - 7.3.1.4.1 Application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
 - 7.3.1.4.2. Due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.
- 7.3.2 The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

7.4 Proposers' Questions

- 7.4.1 Proposers may submit written questions regarding this RFP by mail fax or e-mail to the individual identified below. All questions must be received by December 22, 2015. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.
- 7.4.2 When submitting questions, please specify the RFP section number, paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

- 7.4.3 Questions may address Proposer's concerns about the RFP document, process or requirements. All questions should be addressed to:

Robert Brief, Administrative Services Manager II
Community and Senior Services
Contracts Management Division
3175 W. 6th Street, Room 403
Los Angeles, CA 90020-1708
aaarfp@css.lacounty.gov

7.5 INTENTIONALLY OMITTED

7.6 Proposers Conference

- 7.6.1 A Proposers Conference will be held to discuss the RFP Requirements. County staff will respond to questions from potential Proposers. The conference is scheduled as follows:

December 18, 2015
10:00 a.m.
3175 W. 6th Street, Room 105
Los Angeles, CA 90020-1708

- 7.6.2 The Proposer's Conference will begin promptly at 10:00 a.m. and will conclude once all questions have been addressed. Potential Proposers are advised to arrive timely to ensure that they can participate in the Conference. Once the Conference has commenced, late arrivals will not be allowed.

- 7.6.3 Free parking for the Proposer's Conference is available on a first-come first-served basis in the Shatto Place parking structure located at 523 Shatto Place, Los Angeles 90020.

To park in the parking structure, please send an e-mail to CSS at aaarfp@css.lacounty.gov by December 16, 2015. Please insert "Parking for Proposer's Conference" in the subject line of the email. Meter Parking is also available on Shatto Place, Vermont Avenue, and Sixth Street (Southwest corner of 6th and Vermont).

- 7.6.4 Proposers are encouraged to bring a copy of the RFP to the Proposer's Conference. No copies of the RFP will be distributed at the Conference.

7.7. Preparation of the Proposal

- 7.7.1 A complete New Freedom: Taxicab Services Program Proposal shall include Minimum Mandatory Qualifications, a Business Proposal and a Cost Proposal.
 - 7.7.1.1 Minimum Mandatory Qualifications include those items described in Subparagraph 3.0 (Proposer's Minimum Mandatory Qualifications).
 - 7.7.1.2 The Business Proposal includes both required forms and narratives detailing Proposer's qualifications and the program.
 - 7.7.1.3 The Cost Proposal includes the Proposer's agreement as to whether and how much it will discount the rates they charge County below the applicable maximum rate applying in the city of origin.
- 7.7.2 The Minimum Mandatory Qualifications, Business Proposal and Cost Proposal shall be bound together in one (1) three (3) ring binder and submitted in the prescribed format. Proposer shall submit one (1) original proposal in the binder (which includes the Minimum Mandatory Qualifications documentation, the Business Proposal and the Cost Proposal) and three (3) copies of the proposal in three (3) binders, for a total of four proposals in four (4) binders. Any proposal that deviates from this format may be rejected as non-responsive without review at County's sole discretion.
- 7.7.3 Proposals shall be typed (on 8 ½" by 11" paper), single-spaced between each line and double-spaced between paragraphs, with margins set at 1.0 inch on each side, and a standard twelve (12) point Arial font.
- 7.7.4 For every response in the proposal, Proposer shall clearly indicate the RFP Section Heading, Section Letter and/or Number (if applicable) (e.g., Proposer's Approach to Provide Required Services, Section C.1).
- 7.7.5 Each section of the proposal shall be tabbed and clearly identified in the table of contents and shall follow the order specified in Subparagraphs 7.8 (Minimum Mandatory Qualifications Format), 7.9 (Business Proposal Format), and 7.10 (Cost Proposal Format), of this RFP. All attachments must be attached immediately after the Section to which Proposer is responding.

- 7.7.6 For the Minimum Mandatory Qualifications, the limit for all answers combined is a total of twenty (20) single-sided pages (i.e., Proposer's responses to the Minimum Mandatory Qualifications shall not exceed twenty (20) single-sided pages). This page limit does not apply to exhibits or other attachments (i.e., attachments are not counted toward the 20-page limit).
- 7.7.7 For the Business Proposal, the limit for all answers combined is a total of twenty (20) single-sided pages (i.e., Proposer's responses to the Business Proposal shall not exceed twenty (20) single-sided pages). This page limit does not apply to exhibits or other attachments (i.e., attachments are not counted toward the 20-page limit).
- 7.7.8 For the Cost Proposal, the limit for all answers combined is a total of two (2) single-sided pages (i.e., Proposer's responses to the Cost Proposal shall not exceed two (2) single-sided pages. This page limit does not apply to exhibits or attachments (i.e., attachments are not counted toward the two (2) page limit.).

7.8 Minimum Mandatory Qualifications Format

- 7.8.1 The content and sequence of the Minimum Mandatory Qualifications must be as follows:
- 7.8.1.1 Cover Page
 - 7.8.1.2 Table of Contents
 - 7.8.1.3 Section A (Proposer's Organization Questionnaire/Affidavit)
 - 7.8.1.4 Section B (Proposer's Background and Experience)
- 7.8.2 Cover Page
- 7.8.2.1 Identify the RFP Title, RFP number and Proposer's name.
- 7.8.3 Table of Contents
- 7.8.3.1 List all material included in the Minimum Mandatory Qualifications. Include a clear definition of the

material, identified by sequential page numbers and by Section reference numbers.

7.8.4 Section A (Proposer's Organization Questionnaire/Affidavit)

7.8.4.1 Proposer shall complete all items on Appendix D (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) and Proposer's authorized representative shall sign and date it. The person signing this Questionnaire/Affidavit must be authorized to sign on behalf of Proposer and to bind Proposer in the Contract.

7.8.4.2 Required Support Documents for Corporations, Limited Liability Companies and Limited Partnerships.

7.8.4.2.1 Taking into account the structure of Proposer's organization, Proposer shall determine which of the supporting documents listed in Subparagraph 7.8.4.4 (Corporations and Limited Liability Companies Support Documents) and 7.8.4.5 (Limited Partnership Support Documents) that County requires. If Proposer's organization does not fit into one (1) of these categories, upon receipt of the proposal or at some time later, County may, in its sole discretion, request additional documentation regarding Proposer's business organization and authority of individuals to sign Contracts.

7.8.4.3 If Proposer does not have these required documents available at the time of proposal submission, Proposer must request the appropriate documents from California Secretary of State and provide a statement on the status of the Proposer's request.

7.8.4.4 Corporations and Limited Liability Companies Support Documents:

7.8.4.4.1 Certificate of Good Standing (as filed with the State of incorporation/organization).

- 7.8.4.4.2 Statement of Information (a conformed copy of the most recent filing with the California Secretary of State, listing corporate officers or members and managers).
- 7.8.4.5 Limited Partnership Support Documents:
 - 7.8.4.5.1 Proposer shall submit one of the following documentation with the proposal:
 - 7.8.4.5.1.1 Certificate of Limited Partnership (conformed copy)
 - 7.8.4.5.1.2 Application for Registration of Foreign Limited Partnership (as filed with the California Secretary of State, and any amendments thereto)
- 7.8.4.6 Dun and Bradstreet Universal Numbering System (DUNS Number): Proposer shall provide its DUNS Number as indicated on the Questionnaire/Affidavit.
- 7.8.4.7 Board of Directors' Authorization Warranty
 - 7.8.4.7.1 Proposer represents and warrants that the person signing this proposal on behalf of Proposer is an authorized agent who has actual authority to bind Proposer to each and every term, condition and obligation of this RFP and that all requirements have been fulfilled to provide such actual authority.
 - 7.8.4.7.2 To support this warranty, Proposer shall Provide its Board of Director's Authorization Warranty which shall include the following elements:
 - 7.8.4.7.2.1 Warranty may take the form of a resolution, order,

motion or letter (on Proposer organization official letterhead) from Proposer's governing body (i.e., Board of Directors, City Council, etc.),

7.8.4.7.2.2 At a minimum, the warranty shall include a reference to this RFP; authorize submission of the proposal on behalf of Proposer's organization in response to this RFP; indicate the person who is authorized to sign this proposal; bind Proposer to Contract (and any amendments or addendums thereto), and approve and accept Contract funds on behalf of Proposer's organization.

7.8.5 Section B (Proposer's Background and Experience)

7.8.5.1 Proposer shall provide a written summary of relevant background information to demonstrate that Proposer meets the minimum requirements stated in Subparagraph 3.0 (Proposer's Minimum Mandatory Qualifications) of this RFP and has the capability to perform the Work and provide the required Services as a corporation or other entity. Proposer shall provide proof of licensure for all areas it is authorized to serve.

7.9 Business Proposal Format

7.9.1 The content and sequence of the proposal must be as follows:

- Cover Page
- Table of Contents
- Section A (Executive Summary)

- Section B (Proposer's Qualifications)
- Section C (Proposer's Approach to Provide Required Services)
- Section D (Proposer's Quality Control Plan)
- Section E (Proposer's Green Initiatives)
- Section F (Acceptance of/or Exceptions to Statement of Work Requirements and Sample Contract Terms and Conditions)
- Section G (Business Proposal Required Forms)
- Section H (Proposer's Financial Capability)

7.9.2 Cover Page

7.9.2.1 Identify the RFP Title, number and Proposer's name.

7.9.3 Table of Contents

7.9.3.1 List all material included in the Business Proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

7.9.4 Section A (Executive Summary)

7.9.4.1 Provide Proposer's mission statement; give a brief history of the organization, indicate the number of years in operation and indicate Proposer's experience in providing Program Services or services equivalent or substantially similar to the Services identified in Appendix A (Statement of Work), Paragraph 10.0 (Specific Work Requirements). Proposer shall also state its organization type (non-profit, for-profit or public/government). Proposer shall also provide a copy of the taxicab licensure for all areas that it is authorized to serve.

7.9.5 Section B (Proposer's Qualifications)

7.9.5.1 Proposer shall demonstrate that its organization has the experience and financial capability to perform the required services. The following sections must be included in the Proposal:

- 7.9.5.1.1 Section B.1 (Proposer's References)
- 7.9.5.1.2 Section B.2 (Proposer's Pending Litigation(s) and Judgments(s) and Outstanding Regulatory Findings)
- 7.9.5.2 Section B.1 (Proposer's References)
 - 7.9.5.2.1 Proposer shall complete and include the following forms in the proposal:
 - 7.9.5.2.1.1 Appendix D (Required Forms) Exhibit 2 (Prospective Contractor References): Proposer must provide five (5) references where the same or similar scope of Services was provided.
 - 7.9.5.2.1.2 Appendix D (Required Forms), Exhibit 3 (Prospective Contractor List of Contracts): The listing must include all contracts with public entities for the last five (5) years. Use additional sheets if necessary.
 - 7.9.5.2.1.3 Appendix D (Required Forms), Exhibit 4 (Prospective Contractor List of Terminated Contracts): The listing must include all contracts terminated within the past ten (10) years with a reason for each termination, which may include, but is not limited to: non-compliance with the contract terms, loss of

funding, failure to
complete the contract, etc.

7.9.5.2.2 It is Proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. The same references may be listed on both Appendix D (Required Forms) Exhibit 2 (Prospective Contractor References) and Appendix D (Required Forms), Exhibit 3 (Prospective Contractor List of Contracts).

7.9.5.2.3 County may disqualify Proposer as non-responsive and/or non-responsible if any of the following occur:

7.9.5.2.3.1 References fail to substantiate Proposer's description of the services provided;

7.9.5.2.3.2 References fail to support that Proposer has a continuing pattern of utilizing capable, productive and skilled personnel;

7.9.5.2.3.3 County is unable to reach the point of contact with reasonable effort. It is Proposer's responsibility to inform the point of contact of the normal working hours during which time County will conduct reference checks.

7.9.5.3 Section B.2 (Proposer's Pending Litigation and Judgments and Outstanding Regulatory Findings)

7.9.5.3.1 Proposer shall Identify by name, case and court jurisdiction any pending

litigation(s) in which Proposer is involved, or judgments against Proposer in the past five (5) years. Proposer shall provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or principals of Proposer. If Proposer does not have any pending litigation(s) or judgment(s), Proposer shall provide a written statement indicating there are no such pending litigation or judgment actions within the last five (5) years. Notations such as "Not Applicable" or "n/a" will not be considered a valid response and will be rated as non-responsive. In addition, Proposer must identify any outstanding regulatory findings, which includes the date of the finding, name of the agency reporting the findings and any questioned costs associated with the report(s).

7.9.6 Section C (Proposer's Approach to Provide Required Services)

7.9.6.1 Qualifications of Proposer's Personnel:

Proposer shall describe how it will meet mandatory staffing requirements by Contract award. Proposer shall describe the experience, training, and education of Proposer's mandatory staff based on the requirements specified in Appendix A, Statement of Work, Paragraph 6.0. Copies of all required certifications, diplomas, resumes and job specifications are to be identified by staff member and included in the proposal. (Proposer's individual staff titles may vary within its own operations; however, for the purposes of this RFP, all staffing titles must match the staffing titles in Paragraph 6.0, Responsibilities.

7.9.6.2 Proposer's Service Areas:

Proposer shall state the city(ies) it plans to serve As referenced in Appendix B (Statement of Work Exhibits), Exhibit 6. Proposer shall also describe how Proposer's services will improve access to transportation by bridging gaps in the existing transportation network for persons with disabilities

and the elderly. Proposer will describe how it plans to refer and coordinate payment for Program services for incorporated and unincorporated areas within the County it is not licensed to serve. A listing of these companies and the government regulating agency providing the license shall be provided.

7.9.6.3 Proposer's Target Population:

Describe how Proposer's services will address the needs of special populations as described in Appendix A, Statement of Work, Subparagraph 1.1.2.

7.9.6.4 Program Services:

Provide a step-by-step account of what your organization will do and how it will meet the Program requirements specified in Appendix A, Statement of Work. Describe the following operational processes:

7.9.6.4.1 Hours of Operation and days of the week;

7.9.6.4.2 Vehicle Safety – Pre-Trip Inspection and Maintenance;

7.9.6.4.3 Prompt service to and from location;

7.9.6.4.4 Documenting one-way trips.

7.9.6.5 Online Reservation System:

Describe Proposer's Online Reservation System, the procedures and ability for the online reservation system to direct dispatch services outside the Proposer's licensed service area and for County staff to request Program service through the password protected reservation system and/or via telephone.

7.9.7 Section D (Proposer's Quality Control Plan)

7.9.7.1 Present a comprehensive Quality Control Plan to be utilized by the Proposer as a self-monitoring tool to ensure the required services are provided as specified in Appendix A (Statement of Work) and Appendix B (Statement of Work Exhibits) - Performance Requirements Summary Chart, Exhibit 2.

7.9.7.2 The following factors may be included in the plan:

7.9.7.2.1 Activities to be monitored to ensure compliance with all Contract requirements;

7.9.7.2.2 Monitoring methods to be used;

7.9.7.2.3 Frequency of monitoring;

7.9.7.2.4 Samples of forms to be used in monitoring;

7.9.7.2.5 Title/level and qualifications of personnel performing monitoring functions;

7.9.7.2.6 Documentation methods of all monitoring results, including any corrective action taken.

7.9.8 Section E (Proposer's Green Initiatives)

7.9.8.1 Proposer shall present a description of proposed plan for complying with the green requirements as described in Paragraph 11.0 Green Initiatives of Appendix A, Statement of Work. Proposer shall describe its current environmental policies and practices and those proposed to be implemented during the term of the Contract.

7.9.9 Section F (Acceptance of/Exceptions to Statement of Work Requirements and Sample Contract, Terms and Conditions)

7.9.9.1 Proposer shall thoroughly review Appendix A (Statement of Work) and Appendix C (Sample Contract) to ensure compliance with all terms, conditions and requirements included therein. It is County's expectation that in submitting a proposal, Proposer will accept, as stated, County's requirements in Appendix A (Statement of Work) and the terms and conditions in Appendix C (Sample Contract). However, Proposer has the opportunity to take exception(s) to County's requirements, terms and conditions.

- 7.9.9.2 Proposer shall provide written statements for the following:
 - 7.9.9.2.1 A statement offering the Proposer's acceptance of/exceptions to all requirements listed in Appendix A (Statement of Work).
 - 7.9.9.2.2 A statement offering the Proposer's acceptance of/exceptions to all requirements listed in Appendix C (Sample Contract).
- 7.9.9.3 For each exception, the Proposer shall provide:
 - 7.9.9.3.1 An explanation of the reason(s) for the exception;
 - 7.9.9.3.2 The proposed alternative language; and
 - 7.9.9.3.3 A description of the impact, if any, to the Proposer's unit rate.
- 7.9.9.4 Proposer shall Indicate all exceptions to Appendix A (Statement of Work) and/or Appendix C (Sample Contract) by providing a 'red-lined' version of the language in question. County relies on this procedure and any Proposer who fails to make timely exceptions as required herein, may be barred, at County's sole discretion, from later making such exceptions.
- 7.9.9.5 County reserves the right to determine if Proposers' exceptions are material enough to deem the proposal non-responsive and not subject to further evaluation.
- 7.9.9.6 County reserves the right to make changes to Appendix C (Sample Contract) and its appendices and exhibits at its sole discretion.

7.9.10 Section G (Business Proposal Required Forms)

- 7.9.10.1 Proposal shall include completed, signed, and dated forms identified in Appendix D (Required Forms). These forms include the following:

- 7.9.10.1.1 Exhibit 1— Intentionally Omitted
- 7.9.10.1.2 Exhibit 2 (Prospective Contractor References)
- 7.9.10.1.3 Exhibit 3 (Prospective List of Contractor Contracts)
- 7.9.10.1.4 Exhibit 4 (Prospective Contractor List of Terminated Contracts)
- 7.9.10.1.5 Exhibit 5 (Certification of No Conflict of Interest)
- 7.9.10.1.6 Exhibit 6 (Familiarity with the County Lobbyist Ordinance Certification)
- 7.9.10.1.7 Exhibit 7 – Intentionally Omitted
- 7.9.10.1.8 Exhibit 8 (Proposer's Equal Employment Opportunity Certification)
- 7.9.10.1.9 Exhibit 9 (Attestation of Willingness to Consider GAIN/GROW Participants)
- 7.9.10.1.10 Exhibit 10 (County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception)
- 7.9.10.1.11 Exhibit 11 -- Intentionally Omitted— Pricing Sheet
- 7.9.10.1.12 Exhibit 12 (Certification of Independent Price Determination and Acknowledgement and Acknowledgement of RFP Restrictions)
- 7.9.10.1.13 Exhibit 13—Intentionally Omitted
- 7.9.10.1.14 Exhibit 14 – Intentionally Omitted
- 7.9.10.1.15 Exhibit15 (Contractor Non-Responsibility Debarment Acknowledgment and Statement of Compliance)
- 7.9.10.1.16 Exhibit 16 – Intentionally Omitted
- 7.9.10.1.17 Exhibit 17 – Intentionally Omitted
- 7.9.10.1.18 Exhibit 18 – Intentionally Omitted

- 7.9.10.1.19 Exhibit 19 – Intentionally Omitted
- 7.9.10.1.20 Exhibit 20 (Charitable Contributions Certification)
- 7.9.10.1.21 Exhibit 21 (Transitional Job Opportunities Preference Application)
- 7.9.10.1.22 Exhibit 22 (Certification of Compliance with the County's Defaulted Property Tax Reduction Program)
- 7.9.10.1.23 Exhibit 23 (Request for Disabled Veteran Business Enterprise Preference Program Consideration)
- 7.9.10.2 Proposer shall include copies of the following documentation (unless otherwise specified, these documents shall be current as of the date of the proposal submission):
 - 7.9.10.2.1 Organization Chart: The chart should include the staff whose time (any portion thereof) will be spent working on the Program Services and the percentage of time dedicated to the Work.
 - 7.9.10.2.2 Board of Directors' Roster
 - 7.9.10.2.3 Federal Tax-Exempt Status
 - 7.9.10.2.4 Business License
 - 7.9.10.2.5 By-Laws, City Charter, or Joint Powers Agreement
 - 7.9.10.2.6 Articles of Incorporation: Proposer shall also provide any amendments made to the articles of incorporation

- 7.9.10.2.7 Insurance: Proposer shall provide proof of its ability to procure and maintain insurance coverage at levels required in the Appendix C (Sample Contract), Paragraph 8.25 (Insurance Coverage).

7.9.11 Section H (Proposer's Financial Capability)

- 7.9.11.1 Proposer shall submit audited financial statements, or Single Audits (if applicable), prepared by a Certified Public Accountant for the most recent two (2) fiscal years.
- 7.9.11.2 These financial statements should disclose Proposer's assets, liabilities and net worth and shall include auditor's unqualified opinion. At a minimum, Proposer shall provide the Balance Sheet (Statement of Financial Position), Income Statement (Statement of Operations) and the Retained Earnings Statement (Statement of Cash Flows). It should be noted that depending on the nature of Proposer's organization, (i.e., the non-profit, for-profits, government, etc.) the title of these statements may differ. For example, the "Balance Sheet" for a non-profit entity is referred to as the "Statement of Financial Position." Please do not submit income tax returns because they will not meet the Proposer's Financial Capability requirement. Financial statements will be kept confidential if Proposer makes the appropriate notation on each page thereof.

7.10 Cost Proposal Format

The content and sequence of the proposal must be as follows:

- 7.10.1 Cover Page identifying, at a minimum, the RFP and Proposer's name.
- 7.10.2 Budget Narrative describing the Proposer's City of Origin, the City of Origin's maximum rate and the percentage point(s), if any, the Proposer would charge the County below the maximum allowable rate. Budget Narrative must also include a statement that the Proposer agrees to accept and charge the fixed rates for each city of origin. Proposer agrees that if the area does not have a set rate, the rate for the City of Los Angeles will apply as the standard.

7.11 Firm Offer/Withdrawal of Proposal

- 7.11.1 Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals (one (1) original and three (3) copies) with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.
- 7.11.2 The proposal shall be a firm offer and may not be withdrawn for a period of two hundred seventy (270) days following the last day to submit proposals.

7.12 Proposal Submission

- 7.12.1 The original proposal and three (3) copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of Proposer and bear the words:

**"FOR AAA- NEW FREEDOM TAXICAB SERVICES PROGRAM
-1617"**

- 7.12.2 The proposal(s) shall be delivered or mailed to:

Community & Senior Services
Robert Brief, Administrative Services Manager II
Contracts Management Division (CMD),
RE: NEW FREEDOM TAXICAB SERVICES PROGRAM RFP Submission
3175 West 6th Street, Room 403
Los Angeles, CA 90020-1708

- 7.12.3 It is the sole responsibility of the submitting Proposer to ensure that its proposal is received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Subparagraph 7.2, RFP Timetable, will not be accepted and returned to the sender unopened. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

8.0 SELECTION PROCESS AND EVALUATION CRITERIA

8.1 Selection Process

8.1.1 County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and determine the score of the proposals. The selection process will begin with receipt of the proposal on January 8, 2016.

8.1.2 Adherence to Proposer's Minimum Mandatory Qualifications (Pass/Fail Review)

8.1.2.1 Upon receipt of the proposal (which shall include the Minimum Mandatory Qualifications, Business Proposal and Cost Proposal), County will conduct a Review of Proposer's Minimum Mandatory Qualifications (Pass/Fail Review). Proposer's failure to comply with the Minimum Mandatory Qualifications will cause its proposal to be eliminated or disqualified from any further consideration. Upon such elimination, County will issue Proposer notification indicating that its proposal has been disqualified.

8.1.2.2 When County has determined that Proposer has met and passed the Pass/Fail Review process, evaluation of the proposals will be made by Evaluation Committee selected by the County. Evaluation Committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective Contractor(s). Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation process.

8.1.2.3 All proposals will be evaluated and scored based on the criteria and methodology listed below. All proposals will be scored and ranked in numerical sequence from high to low.

8.1.2.4 County may also, at its option, invite Proposers being evaluated to make a verbal presentation and/or County may conduct site visits, if appropriate.

8.1.2.5 County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

- 8.1.3 After prospective Contractor(s) has been determined, County and the prospective Contractor(s) will negotiate a Contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory Contract(s) cannot be negotiated, County may, at its sole discretion, begin Contract negotiations with the next qualified Proposer who submitted a proposal, as determined by County.
- 8.1.4 The recommendation to award a Contract(s) will not bind the Board of Supervisors to award a Contract(s) to the prospective Contractor.
- 8.1.5 The County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, in its sole discretion, that another proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

8.2 INTENTIONALLY OMITTED

8.3 Disqualification Review

- 8.3.1 A proposal may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. A proposal may also be disqualified due to a determination of Proposer's non-responsibility (See Subparagraph 5.8 (Determination of Proposer Responsibility)). When County determines that a proposal is disqualified due to non-responsiveness, County shall notify the Proposer in writing (i.e., written determination of non-responsiveness). In this written determination of non-responsiveness, County will provide Proposer an opportunity to request a Disqualification Review within a specific timeframe.
- 8.3.2 Upon receipt of the written determination of non-responsiveness, Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination of non-responsiveness.
- 8.3.3 A request for a Disqualification Review shall satisfy all of the following criteria:
 - 8.3.3.1 The person or entity requesting a Disqualification Review is a Proposer;

- 8.3.3.2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination of non-responsiveness);
 - 8.3.3.3. The request for a Disqualification Review asserts that the County's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.
- 8.3.4 At County's sole discretion, the request for a Disqualification Review may be denied if the request does not meet all of the criteria listed in Subparagraph 8.3.3. The Disqualification Review shall be completed by County and a written determination shall be provided to the non-selected Proposer prior to the conclusion of the evaluation process. The results of the Disqualification Review are final and no further appeals will be allowed.

8.4 Business Proposal Evaluation and Criteria (9,000 Maximum Points)(90%)

Executive Summary (Pass/Fail)

Proposer will be evaluated on its mission statement, the number of years in operation, experience providing Program Services or services equivalent or substantially similar to the Services identified in Appendix A (Statement of Work) Paragraph 10.0 (Specific Work Requirements). Proposer has stated its organization type and provided a copy of proof of licensure for all areas it proposes to serve.

8.4.1 Proposer's Qualifications (3,000 Points)(30%)

8.4.1.1 Proposer's Contractor References (750 Points):

Proposer will be evaluated on the verification of references provided in Section B.1 of the proposal. County will attempt to obtain five (5) references for overall satisfaction with Proposer's services, with priority given to services provided in the following order: County of Los Angeles departments, other counties, cities, governmental entities, non-profit entities, private companies, etc. Proposer may receive up to a maximum of 150 points for each responding reference up to a total of five responding references. In addition to the references provided, a review will include the County's Contractor Alert Reporting Database (CARD), if applicable, reflecting past

performance history on County or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions.

8.4.1.2 Prospective Contractor List of Contracts (750 Points):

Proposer must provide a brief description and a list of all Contracts Proposer has or had within the last five (5) years including any contracts with Los Angeles County or any contract with any other public entity. The description shall include the contract period, type of services provided, dollar amount, location of other parties, and contact person's name, and title.

8.4.1.3 Prospective Contractor List of Terminated Contracts (750 Points):

The listing shall include all contracts that have terminated within the past five (5) years, including any contracts with Los Angeles County or any contract with any other public entity. The description shall include the contract period, type of services provided, dollar amount, location of other parties, and contact person's name, and title, and reason for termination.

8.4.1.4 Proposer's Pending Litigation and Judgment and Outstanding Regulatory Findings (750 Points):

A review will be conducted to determine the significance of any litigation or judgments pending against the Proposer, as well as any outstanding regulatory findings as provided in Section B.3 of the proposal

8.4.2 Proposer's Approach to Providing Required Services (6,000 Points) (60%)

The Proposer will be evaluated on the methodology to be used to meet the County's requirements based on information provided in Section C of the proposal.

8.4.2.1 Qualifications of Proposer's Personnel: (1,000 Points):

Proposer will be evaluated on whether Proposer meets the mandatory staffing requirements outlined in Appendix A, Statement of Work, Section 6.0, Responsibilities.

8.4.2.2 Proposer's Service Areas (1,000 Points):

Proposer will be evaluated on Proposer's: 1) proposed area(s) it will serve and 2) how Proposer's services will improve access to transportation by bridging gaps in the existing transportation network for individuals with disabilities and the elderly.

8.4.2.3 Proposer's Target Population (1,000 Points):

Proposer will be evaluated on its servicing Program target population, consistent with Appendix A, Statement of Work, Subparagraph 1.1.2.

8.4.2.4 Program Services (1,000 Points):

Proposer will be evaluated on the scope of operational measures taken to ensure safe and prompt dispatch of taxicab services to Program Clients as described in Appendix A, Statement of Work, including the thoroughness in the description of such operation, of the following elements

- a. Hours of Operation and days of the week
- b. Vehicle Safety – Pre-Trip Inspection and Maintenance
- c. Prompt service to and from location
- d. Documenting one-way trips

8.4.2.5 Online Reservation System: (1,000 Points):

Proposer will be evaluated on the operational features and effectiveness of its online taxicab reservation system, for use of Program services as described in Appendix A Statement of Work, Subparagraph 10.1.2.

8.4.2.6 Green Initiative (200 Points):

Proposer will be evaluated on Proposer's plan for complying with the green requirements as described in Appendix A (Statement of Work), Paragraph 11.0.

8.4.3 Quality Control Plan (300 Points) (5%)

The Proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan to ensure the requirements of this Contract are provided as specified. Evaluation of the Quality Control Plan shall cover the proposed monitoring system of all services listed on the Performance Requirements Summary (PRS) chart, Exhibit 2 in Appendix B, Statement of Work Exhibits, and Exhibit W in Appendix C, Sample Contract, based on the information provided in Section D of the proposal.

8.4.4 Exceptions to Terms and Conditions of Sample Contract and/or Requirements of the Statement of Work

Proposer will be evaluated on their willingness to accept the Terms and Conditions outlined in the Sample Contract, Appendix C , and the Requirements of the Statement of Work outlined in the Statement of Work, Appendix A as stated in Section E of the proposal. The County may deduct rating points or disqualify the proposal in its entirety if the exceptions are material enough to deem the proposal non-responsive.

Proposers are further notified that the County may, in its sole determination, disqualify any Proposer with whom the County cannot satisfactorily negotiate a contract.

8.4.5 Proposer's Financial Capability (500 Points)

Proposer will be evaluated on the audited financial statements for the most recent two years.

8.5 Cost Proposal Discount Evaluation Criteria (1,000 Points) (10%)

- 8.5.1 Proposer will be awarded 100 points for every percentage point, if any, they agreed to discount the rates they charge County below the applicable maximum rate applying in the city of origin. The maximum number of points awarded will be 1,000 for discounts of ten percent or above.

The maximum number of possible points will be awarded to the lowest cost proposal. All other proposals will be compared to the lowest cost and points awarded accordingly.

However, should one or more of the Proposers request and be granted the Transitional Job Opportunities Preference or the Disabled Veteran Business Enterprise Preference, the cost component points will be determined as follows:

Transitional Job Opportunities Preference: Eight percent (8%) of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the Transitional Job Opportunities Preference.

Disabled Veteran Business Enterprise Preference: Eight percent (8%) of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the Disabled Veteran Business Enterprise Preference up to the maximum of \$50,000.

In no case shall any Preference be combined to exceed eight percent (8%) in response to any County solicitation.

8.6 INTENTIONALLY OMITTED

8.7 Appeals Process

8.7.1 County Debriefing Process

8.7.1.1 Upon completion of the evaluation, County shall send written notification to those Proposers who are not selected, indicating that County is negotiating with another Proposer(s). In this written notification, County will provide non-selected Proposer an opportunity to request a Debriefing meeting within a specified timeframe. Upon receipt of the letter, non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the written notification. At County's sole discretion, non-selected Proposer's request for a Debriefing may be denied if the request is not received within the specified timeframe.

8.7.1.2 The purpose of the Debriefing is to compare non-selected Proposer's proposal to the evaluation document. The non-selected Proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, proposals from other Proposers shall not be discussed, although

County may inform non-selected Proposer of its relative ranking.

- 8.7.1.3 If non-selected Proposer is not satisfied with the results of the Debriefing meeting, during or following the meeting, County will inform non-selected Proposer of its right to request a Proposed Contractor Selection Review. County will provide non-selected Proposer a copy of the Notice of Intent to Request a Proposed Contractor Selection Review form and will instruct non-selected Proposer on the procedures to complete and submit the form to County within the designated timeframe.

8.7.2 Proposed Contractor Selection Review

- 8.7.2.1 Non-selected Proposer that has timely submitted its Notice of Intent to Request a Proposed Contractor Selection Review from as described in Subparagraph 8.7.1 (County's Debriefing Meeting) will be notified by County as to when it may submit its written request for a Proposed Contractor Selection Review. In order to proceed with this request, Proposer shall complete the Request for Proposals (RFP) Transmittal to Request a Proposed Contractor Selection Review form and submit it to the County within the designated timeframe.
- 8.7.2.2 The Request for a Proposed Contractor Selection Review shall satisfy all of the following criteria:
 - 8.7.2.2.1 The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
 - 8.7.2.2.2 The Request for Proposals (RFP) Transmittal to Request a Proposed Contractor Selection Review from is submitted timely (i.e., by the date and time specified by County);
 - 8.7.2.2.3 On the Request for Proposals (RFP) Transmittal to Request a Proposed Contractor Selection Review form, the person or entity asserts in appropriate

detail with factual reasons one (1) or more of the following grounds for review:

8.7.2.2.3.1 County materially failed to follow procedures specified in this solicitation document. This includes:

8.7.2.2.3.1.1 Failure to correctly apply the standards for reviewing the proposal format requirements.

8.7.2.2.3.1.2 Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in this solicitation document.

8.7.2.2.3.1.3 Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.

8.7.2.2.3.2. County made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score

and not being selected as the recommended Contractor.

8.7.2.2.3.3. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.

8.7.2.2.3.4. Another basis for review as provided by state or federal law.

8.7.2.2.4 The completed Request for Proposals (RFP) Transmittal to Request a Proposed Contractor Selection Review form sets forth sufficient detail to demonstrate that, but for County's alleged failure, non-selected Proposer would have been the highest-scored proposal.

8.7.2.3 At County's sole discretion, the request for a Proposed Contractor Selection Review may be denied if the request does not meet all of the criteria listed in Subparagraph 8.7.2.2.

8.7.2.4 The Proposed Contractor Selection Review shall be completed by County. Upon completion, County shall send a written decision to non-selected Proposer within a reasonable time following receipt of the Request for Proposals (RFP) Transmittal to Request a Proposed Contractor Selection Review form and always before the date the Contract award recommendation is to be heard by the Board. In this written decision, County will inform non-selected Proposer of its right to request a County Independent Review within a specified timeframe (see Subparagraph 8.7.3 (County Independent Review) below). County shall attach a copy of the Transmittal Form to Request a Request for Proposals County Independent Review form to this written decision and shall mail the written decision to non-selected Proposer. The Transmittal Form to Request a Request for Proposals County Independent Review form shall be used by non-selected Proposer in the event that it is not satisfied with the results of the Proposed

Contractor Selection Review and wants to pursue the County Independent Review as final appeal.

8.7.3 County Independent Review Process

8.7.3.1 Non-selected Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may complete the Transmittal Form to Request a Request for Proposals County Independent Review form and submit it to County within the timeframe specified by County in the Proposed Contractor Selection Review written decision.

8.7.3.2 The request for a County Independent Review shall satisfy all of the following criteria:

8.7.3.2.1 The person or entity requesting a County Independent Review is a Proposer;

8.7.3.2.2 The Transmittal Form to Request a Request for Proposals County Independent Review form is submitted timely (i.e., by the date and time specified by County

8.7.3.2.3 On the Transmittal Form to Request a Request for Proposals County Independent Review form, the person or entity requesting the County Independent Review has limited the scope of this request to assertions raised in the Request for Proposals (RFP) Transmittal to Request a Proposed Contractor Selection Review form and new items that:

8.7.3.2.3.1 arise from County's written decision; and

8.7.3.2.3.2 are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Subparagraph 8.7.2 (Proposed Contractor Selection Review)

8.7.3.3 The County Independent Review shall be completed by Los Angeles County Internal Services Department (ISD). Upon completion, ISD shall issue its written decision and County will provide a copy of this written decision to the non-selected Proposer.